



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Steven Knowles *et al.*                      Art Unit : 3753  
Serial No. : 10/643,091                              Examiner : Unknown  
Filed : August 19, 2003  
Title : SERVICE SYSTEM AND METHOD

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Prior to examination, please amend the application as indicated on the following pages.